

Response to Dominion Energy

I filed this formal complaint to obtain accurate information on exactly what happened at our condo building 8450 Gambel Drive (R) when Dominion Energy was called twice on same day on May 31, 2021 due to multiple residents smelling gas in the common area hallways of the building where multiple residents enter their units- 16 units in total. (see photo A attached).

My original call to Dominion was placed when a neighbor in the building Reagan Cottrell and I both smelled gas in our first floor common area building hallway on 5/31/21, primarily in the area outside my front door. I had not been feeling well since Friday 5/28/21 of that weekend, with unexplained severe fatigue, headaches and malaise, so when Ms. Cottrell knocked on my door that afternoon, I was actually nearly passed out on my couch feeling sick. Not realizing my unit had gas inside it throughout the weekend, I had been cooking and doing laundry, continually igniting the CO2 inside my unit.

When the Dominion Energy technician came out the first time he told several of us he found a small leak in a flex line of one of the closets in the common hallway (not my unit), and then he left. The report Dominion has provided me is from this first visit and contains information about the COMMON AREA in the condo hallways, not my unit specifically, as I called on behalf of the entire building.

After being evacuated from the building the first time on 5/31/21 in the late afternoon and then returning into the building after the Dominion technician left around 5:30pm that evening, ALL of the residents, including myself, continued to smell gas in the common hallway, and the smell was becoming even stronger and more noxious than before. We all evacuated the building again and this second time Reagan Cottrell made the call to Dominion ON BEHALF OF THE ENTIRE BUILDING, as this gas smell was not in her upper level unit specifically, but rather in the lower level hallway - a COMMON AREA.

As you can see, both service calls placed on 5/31/21 were related to the same exact issue with the gas leak- each calls were made by two separate residents to make sure the building was safe for ALL residents, and because the gas smell was in the common area and not inside a specific unit, the calls should be treated as related to the same issue of gas inside the CONDO COMMON AREA BUILDING, not a specific unit. *Also, because the gas lines for all of the separate units run through the common walls of the building, if there is a leak in one unit above it does impact residents in other areas of the building. The gas lines are not self contained in each unit.*

Ms. Cottrell's service report from Dominion should not be confidential as it contains information pertinent to all tenants of 8540 Gambel Drive if a gas leak was found inside our common walls and hallways. As she sits on the Board of the HOA, Ms. Cottrell has been advised by the Pinebrook HOA to not cooperate with my requests to obtain this information related to the second service call. This fact alone tells me there is something they do not want me to see in the report and they are not being forthcoming and honest with the gas leak origination, especially because they know I was ill from exposure.

If there was a leak in a main line found in the common wall of the building and it caused gas to come into my unit, I have a legal right to know what was found, why the building was filled with gas on

5/31/21, and how exactly it was repaired. It was obviously not just a simple flex line leak, or we would not have needed to call Dominion out a second time to return less than an hour later.

I am also attaching the email correspondence from the property manager the new day stating a leak had been found in unit R24 and the owner of that unit has not denied this fact. Yet, this is now being denied by the HOA. Why would the management state this originally, if there was not something found in the one of the main lines that run through the common walls? This veil of "customer confidentiality" that everyone is hiding behind is not going to hold up in court and I have been advised by an attorney that this information can be readily subpoenaed.

Please, ask yourself if you would be asking the same questions I am, given the circumstances. These are not unreasonable requests I am making of Dominion Energy- and I'm trying to do so in a reasonable manner before escalating this legal situation. If I do not get forthcoming information from Dominion about why we had to call them out twice in one evening, I plan to have a personal injury attorney start asking these questions - and many others that have not been answered.

Thank you for helping to resolve this matter of common sense.

Thank you,

Amie Brooke

Exhibits:

A: Common Hallway

B: Letter from Ben Jones, Property Manager